

# **AUTO COLLISION REPAIR LICENSING ADVISORY BOARD**

**March 28, 2012**

**Members Present:        Dave Reynolds, Chairman, Collision Repair  
Member**

**Dennis Gamba, Direct Repair Member**

**Allan Olney, Insurance Industry Member**

**Stefano Altieri, Glass Installer Member**

**Gerald Galleshaw, Representative of the People Member**

**Chris Hurd, New Car Dealer Member**

**Members Absent:        Louis D'Quattro, Jr.-DBR, Deputy Director,  
Division of Regulatory                      Standards and Compliance and  
Enforcement**

**Dave Doucet, RISP, Law Enforcement Member**

**Others Present:        Randy Bottella, ABARI**

**Jina Petrarca-Karampetsos, Providence Auto Body**

**Brent Grolder, AAA Glass**

**Matthew Dignon, Mygrant Glass**

**Larry Alan, Nationwide**

**Kimberly Precious, Implementation Aide**

**DR: Meeting called to order at 10:35 AM. I make a motion to accept  
the minutes of January 25, 2012 meeting. Seconded: CH, All in  
favor.**

## **UPDATE ON COMPLAINT PROCESS**

**DR: LDQ is not here today so we are going to save for next meeting.**

## **UPDATE ON REGULATION 4.**

**DR: Is that done?**

**KP: It is done and on the website.**

**DR: Any questions on Regulation 4? There were a couple of questions I had and talked to Jina on regarding plural wording. We will have to wait to see how it plays out.**

**LA: What is the effective date on that? April?**

**KP: March 1st.**

**REGULATION 5. – Discussion on auto glass installers and the requirement to have a fixed location**

**DR: We Agreed on 1400 square feet, shops should be responsible for certification of technician.**

**SA: I think the urethanes are really important too, as long as it is OA**

**approved. Building has to be in the proper zoning district.**

**DR: Why don't you have the glass guys come together and come up with something for that?**

**SA: We were going to work on that.**

**DR: There is legislation in state house giving the board access to make revisions. Going from House Corporations committee than to Senate.**

**LA: The board's role is not going to change. It's still advisory. It actually provides more flexibility for the Department.**

**SA: There are certification classes every six months or a year. They will come to the shop.**

**I think that is important with primers and sealers. It is different depending on which urethanes you use.**

**BG: Certification program was purchased from the National Glass Association. The changes are going to reflect the changes in the industry. I am sure they will be more aggressive in their testing. Right now it is antiquated. Techs are still required to pass the manufactures test every year. The National auto glass test is good for a period of three years. They notify the tech and the glass shop when the test is going to come up.**

**CH: How expensive is it?**

**BG: Runs about 50 - 90 dollars. They run specials to try to get people involved in certification. Each manufacture has it's own procedures.**

**DR: How unsafe can a vehicle be if glass is not installed correctly.**

**BG: Very unsafe.**

**RB: When a receipt is given to customer the time and temperature should be recorded with instructions so that the customer knows how long they have to wait for safe driving time.**

**SA: Our shop always goes over that with the consumer.**

**RB: The point is communication. I want the curing times on it. Because especially on mobile you have to be giving the customer the information they need.**

**BG: We have an inspection report our customers are given with the drive-away time, and the products used. There are stickers in each and every tube and they are recorded on the inspection report.**

**RB: As you write these regulations, that should be incorporated into**

**them. Do not overlook that.**

**DR: We can put existing regulation in word form and use it for working model. We need you guys to make the recommendations.**

**RB: Also Insurance has to be looked at.**

**SA: Workers comp, do we need a copy of that? General liability? Hopefully just making these few changes and enforcing them will clean up the industry.**

**RB: That is what we are after.**

**DR: The work-completed form is on the back of that regulation.**

**RB: That has to come out.**

**DR: It is still auto body it has to be there.**

**SA: It lets an insurance company know that a licensed company has done the work.**

**JKP: A lot of Insurers were not in favor of it.**

**LA:** If there is a fraud investigation it is a document you need to have.

**We have a duty to mail it.**

**KP:** Minimum Value should it be reworded, we will get rid of the monetary amount and add the wording as in Regulation 4.

**SA:** You need a facility. Because in the wintertime, these guys are working in the cold wet weather, and chemicals will not bond properly.

**DR:** If you look on page three in the space requirement. It says auto glass **MUST** conduct auto glass installation at a fixed location.

**DG:** So we want language on fixed location.

**JKP:** There is a specific definition. Licensees must conduct bodywork at a specific location. Currently there is absolutely nothing in there on mobile units. I think the issue is; is it legal?

**LA:** 5-38-1 is allowing operation of mobile without a fixed location. You are proposing that anybody whose business is 100 percent mobile has to have a fixed location. They do not have to use it, but they have to have it.

**RB:** They have to have one to use in inclement weather.

**LA:** But it does not say that. There are other options.

**DR:** We want somebody to suggest something. With the mobile there is no accountability.

**SA:** How many licensed shops?

**RB:** I think is up to 20.

**DG:** How many don't have a fixed location?

**JKP:** How do these people who have mobile business function? What do they work out of there houses? What address do they use if they are mobile?

**SA:** They are doing repairs and buying the glass from suppliers.

**DG:** It almost sounds like you need two licenses. You need the guy that is mobile if that person still exists you need the guy that does wholesale he does not sell retail he applies for a glass wholesale license. They do not sell to the public. Secondly, the person who sells to the public. Probably there are 20 guys out there that do wholesale work do they need a fixed location. How does he get caught if he sells to the public if he does not have a license?

**CH:** There are probably legitimate mobile people who are certified and want to do the right thing. But cannot afford or do not have it in their business plan to have the 1400 square foot facility. You are wiping them out of existence if you require a 1400 square foot facility. What if they have access to other locations to do it?

**SA:** I was one of those guys' years ago and I had to get a place. You have to step up and go down that road or maybe that is not the road for you.

**LA:** It's a simple process. Someone contracts with a licensed facility that is already covered, all they need is access to the space. I think you should consider this.

**JKP:** The law that allowed mobile units was passed a couple of years ago. I don't remember any glass installers coming to any hearings.

**SA:** Today was the first time I even heard of that.

**DR:** Pre 2001, it required a location. Then a few years ago an exemption was put in the statute to get mobile. That new statute overrides this Regulation. The Regulation has not caught up with the legislative changes.

**RB:** As it was written, it opened the door to be 100% mobile.



**DR: Between now and next meeting put something on paper. Any other business? It is 11:45AM; I make a motion to adjourn.**

**Seconded: DG, All in favor.**